

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Sourcing Systems Officer
Grade	PS7	Reports to (role title)	Administration and Systems Lead
		Directorate	Adult Social Care
		Service	Commissioning
JE Band	228-268	Team	Joint Brokerage Team
		Date Role Profile was created	Jul-21

Part B - Job Family Description

<p>The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.</p>	
<b>Role Purpose</b> including key outputs	<p>To support the development and delivery of sourcing systems and processes that allow frontline staff and commissioning to arrange care services effectively and efficiently.</p> <p>To test, maintain and continually strive to improve systems information and use.</p> <p>To carry out training for staff, partners and providers, as required, to ensure the systems are fully utilised.</p> <p>To ensure the appropriate processes and checks are completed before a provider is added to the sourcing systems.</p> <p>To report on the systems use, effectiveness and work to improve data recording by all users of the systems.</p>
<b>Work Context</b>	<p>The activities of this role will be critical to the effective, efficient and smooth way in which referrals are made and the services required are sourced. The post holder will need to be always focussed on how to improve the systems and processes whilst ensuring the current working practice is effective.</p> <p>The post will need to work with the Brokerage Team, Commissioners, Partners and frontline teams to ensure there are no delays in the sourcing of care process caused by systems. The development of proactive working relationship with all these groups will be key to the development and success of the whole brokerage function.</p>
<b>Line management responsibility</b> if applicable	None, but will have a role in the induction and training of new staff and on-going development of staff across the Health and Social Care System.
<b>Budget responsibility</b> if applicable	None, but will be required to ensure cost and pricing systems are compliant with guidance set by Surrey's Health and Social Care System to secure service capacity and value for money.
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"><li>• Prepare reports/statistics/briefings to meet statutory/management information requirements.</li><li>• Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.</li></ul> <p>Service Delivery</p> <ul style="list-style-type: none"><li>• Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate.</li><li>• Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.</li></ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"><li>• Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services.</li><li>• Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li></ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"><li>• Maintain financial, and/or stock records, and review data to contribute to resource planning.</li></ul> <p>Work with others</p> <ul style="list-style-type: none"><li>• Maintain a network of contacts, drawing on support and advice from others to resolve problems.</li><li>• Communicate and liaise with service users and/or external contacts, representing the team/service as required.</li><li>• Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.</li></ul> <p>People Management</p> <ul style="list-style-type: none"><li>• May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.</li></ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"><li>• Educated to A level or equivalent, or able to evidence ability at an equivalent level.</li><li>• Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate.</li><li>• For some roles a relevant degree may be required.</li><li>• Good IT skills.</li><li>• Ability to work with others to achieve objectives and improve customer service.</li><li>• Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service.</li><li>• High level administrative/organisational and analytical skills.</li><li>• Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li><li>• A methodical approach to information gathering, recording and reporting.</li><li>• Previous relevant work experience.</li><li>• Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).</li></ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>The role holder should have experience in one or more of the following areas:</p> <p>Data systems</p> <p>Information management</p> <p>Low level negotiating</p> <p>Working with partners and providers to effect improvement in outcomes.</p> <p>Experience of working in health or social care environment.</p>
<b>Role Summary</b>	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.</p>
<b>Reference Number</b>	BM-2021-445